

Delivering Quality Client Service

OBJECTIVES

To enable participants to:

- Develop the key skills and disciplines required in managing client relationships effectively
- Deliver a consistent, high quality service to their clients

CONTENT

- Managing client expectations
- Setting service standards and managing the service process
- Developing and building relationships
- Recognising that behaviour breeds behaviour; using attitude and non-verbal communication to best effect
- Handling areas of difficulty
- Making the most of client meetings
- Client needs and service opportunities

CPD HOURS: 3

NUMBERS LIMITED TO 18

Developing Personal Resilience

OBJECTIVES

To enable participants to develop the psychological and mental edge that will enable them to:

- Generally cope better with the many demands that are placed on each of them as individual 'business performers' in areas such as target achievement, task management, negotiation, competition, people management, self development, and lifestyle balance
- Be more consistent and more capable than their competitors in remaining determined, focused, confident, and 'in control' under pressure
- Build the above skills both for the purposes of individual development, and as contributors towards the efficiencies and resilience of a high performing team

CONTENT

What is personal resilience?

- Definitions and personal context
- The competitive edge

How we view barriers

- Current/historical business challenges

The core elements of personal resilience

- Overview of the four core elements of personally resilient performances - self belief, motivation, focus and handling pressure
- Understanding how to build and utilise this powerful psychological 'tool' in our business lives

The effects of pressure and stress

- Stress coping model
- Adjusting our 'thinking'
- Stress and pressure coping strategies

CPD HOURS: 6

NUMBERS LIMITED TO 18

Developing Your Personal Image and Reputation

OBJECTIVES

To enable participants to:

- Understand the nature of influencing and how they influence others around them
- Develop their personal 'gravitas' and presence through use of positive behaviour, use of voice and body language
- Apply these skills and behaviours effectively in a variety of important business and personal situations to ensure maintenance of their reputation

CONTENT

Influencing principles

- What is influence and presence?
- Character analysis
- The three influencing dimensions

Building personal presence and your reputation

- How others see you - positive thinking, behaviour and language
- Personal values
- Developing voice projection

Dealing with day to day situations - building your reputation

- Conscious dressing
- Jargon, accents, humour and jokes
- Building rapport easily - getting other people to 'like' you
- Meeting people for the first time
- Client entertaining and social events
- Dealing with client complaints so that they remain a client

CPD HOURS: 3

NUMBERS LIMITED TO 18

Venue	Date	Time	Speaker
Midlands	25 Nov	09:30-12:30	John Sharkey

Venue	Date	Time	Speaker
Midlands	6 Oct	09:30-17:00	Andy Whittaker

Venue	Date	Time	Speaker
Midlands	26 Mar	09:30-12:30	Jim Thomas

Venue details to be provided with booking confirmation

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£175 plus VAT per person

£285 plus VAT per person

£175 plus VAT per person